

YUBA-SUTTER  
LEGAL CENTER  
FOR SENIORS  
866 Plumas Street, Suite I,  
Yuba City, CA 95991  
(530) 742-8289

## **OFFICIAL GRIEVANCE PROCEDURE**

I. If you have a grievance against any staff member or volunteer, please address your complaint to the director of the Yuba Sutter Legal Center, Joseph Carrico. These complaints must be in writing. Complaints will be acted upon with 15 days of receipt. You will receive written notification of the director's decision.

II. If you are not satisfied with the results you receive from the director, or the complaint concerns the director, forward your written complaint to:

Marissa Graham  
Board President,  
Yuba Sutter LC  
866 Plumas Street,  
Suite I  
Yuba City, CA 95991

A three-member panel, composed of the board of directors, will then be formed to hear the grievance. The grievance panel will have the power to decide upon appropriate remedies. This power is subject to veto by a two-thirds vote of the remaining board members. Complaints will be acted upon within 45 days of receipt.

III. You will be notified of the panel's review and any veto action by the remaining board members. If you are dissatisfied with the decision, you may send a written statement including the decision of the Legal Center to the Agency on Aging/Area 4 in Sacramento.

IV. To ensure confidentiality, only information relevant to the complaint will be released without your consent.